CATLIN
Underwriting Ambition

Catlin
London Motor Fleet Service Charter

- **This service charter is part of a major cultural change within our business. We may not always get it right, but we are striving to serve you better.**
- **We commit to listen to how you and our clients want to do business with us.**
- **An underwriter will be available daily from 8am to 6pm.**
- **We will publish underwriters' schedules each week at www.catlinavailability.com.**
- **We are always open to discuss how you think we can improve.**

Availability

- We commit that each Monday morning we will circulate specific timings for each underwriter's availability for the week ahead, both at the box in Lloyd's and at the Catlin office. This schedule will include all office phone numbers and mobile phone numbers.
- We commit to offering standing appointments at times to suit our brokers.

Promptness of response

- We commit to responding to all submissions within 24 hours to confirm:
  - the dedicated underwriter;
  - the deadline agreed between the broker and underwriter for Catlin to complete the analysis; and
  - a request for any further information should we require it.

Consistency and predictability

- We are committed to offering a consistent approach to our pricing and will outline, if required, how we have arrived at our decision.
- We are committed to informing our brokers of any changes to external or internal models that would influence our risk appetite.
- We are committed to informing brokers in advance of renewal dates any risks about which we have concerns or issues with to help resolve these in reasonable time before renewal.
- We are committed to informing brokers of the relevant underwriters who are best placed to deal with specific enquiries.

Expertise and empowerment

- All our underwriters are empowered decision makers.
- We are committed to making the appropriate underwriters available to travel and visit existing and prospective clients and to attend major market conferences.

Feedback and communication

- We are committed to meet brokers on a regular basis to discuss this service charter, our results, the market environment and our risk appetite.